



Frequently Asked Questions

As the Water Service Line Inventory is conducted in the City of Hoyt Lakes, below are some questions that residents may have about the project.

- **What is the cost?**
 - There is no cost for you. The inspectors have been hired by the City to complete this inventory. All you need to do is complete the self-inspection or allow access to your home for the inspector to complete the inspection for you.
- **Can you do plumbing work for me while you're here?**
 - No. No work is being completed as a part of these inspections. The purpose of these inspections is to record the material of the water service line that is coming into your home.
- **Do I need to plan for replacement of anything, due to damage during the inspection?**
 - No. Nothing in your home should be damaged or need replacement due to the inspection. The inspector may need to perform the "scratch test" if they are inspecting a metal pipe, but that will not cause any damage to the pipe. Other than the "scratch test," the inspector will only conduct a visual inspection and take a photo of your water service line.
- **What does the inspection entail?**
 - The inspector simply needs to visually inspect the material of the water service line that is coming into your home. In some instances, the inspector may need to perform the "scratch test" on a metal pipe, but this will not damage the pipe. The water service line often enters your home in your basement. After the inspector finds and records the material of the water service line, they will leave, and no further action is needed.
- **How long is the inspection?**
 - The inspection at a single house should only take 5 minutes. We anticipate it will take a few weeks to inspect all homes within the city. Inspections in your city are anticipated to start at the mid-June and the majority will be complete by the end of the month. There may be a few inspections ongoing through August 15.
- **When will I know what type of pipes I have?**
 - You can view the inventory map online at: arcg.is/188jWC. If you are home during the inspection, you can also ask the inspector what they found!
- **Do I need to be there to let you in?**
 - Yes, an inspector will not enter your home without you present. If you are not home when the inspector stops by, they will leave a card behind for you to schedule a time for the inspection. If you'd prefer, you can also complete a self-inspection by filling out the online form arcg.is/188jWC or emailing a picture of the water service line and your address to duluthleadservice@bolton-menk.com.
- **Why do you have to do this?**
 - New state and federal regulations about lead in drinking water are requiring cities to inventory the material of all water service lines in their jurisdiction. After the inventory, the City will establish an action plan for lead water service line replacement, if any are found, and be eligible to apply for grants to carry out the plan in the future
- **Are you a scam?**
 - No. This is a formal inventory of water service lines being conducted by the City of Hoyt Lakes. The City has hired Bolton & Menk to complete the inventory. If you don't complete the self-inspection, the inspector that comes to your home will be from Bolton & Menk wearing a company nametag.



- **I don't know how to use a QR code, can you help me?**
 - You can scan a QR code with the camera on your smartphone. Simply open the camera and hover it over the QR code, but don't take a picture. An option to open a link to the city's inventory website should appear. At the top of this website, you can click on the button to take the self-assessment survey. If do not have a smart phone or prefer to not use a QR code, you can simply visit arcg.is/188jWC to access the online survey or send a picture of your water service line and your address to duluthleadservice@bolton-menk.com. If you would prefer not to complete the self-inspection, an inspector will be visiting your home in June, or you can contact us at duluthleadservice@bolton-menk.com or 218-216-0857 to schedule your inspection ahead of time.
- **When can you do the inspection?**
 - Inspections should begin around June 17 in the City of Hoyt Lakes. We anticipate the bulk of inspections in the city to take about two weeks, but some inspections may be taking place through August 15. If you would like to schedule your inspection ahead of time, please contact us at duluthleadservice@bolton-menk.com or 218-216-0857.
- **My pipe is in a crawl space, can you inspect that?**
 - Unfortunately, we are not able to conduct inspections in crawl spaces at this time. The city is requesting that you conduct the self-inspection and submit the information by emailing a picture of your water service line and your address to duluthleadservice@bolton-menk.com or completing the online survey at arcg.is/188jWC.
- **Who will be coming to inspect?**
 - The City of Hoyt Lakes has hired Bolton & Menk to complete the inventory. The inspector that comes to your house to complete this inventory will be from Bolton & Menk, and they will be wearing a company nametag.
- **Why do you need a photo?**
 - We need a photo of the water service line to confirm and record the material of the water service line that is entering your home. We cannot consider a self-inspection or an inspection conducted by Bolton & Menk complete without photo evidence. The photo should only be taken to the extent of the water service line.
- **What happens after my inspection is complete?**
 - Once your inspection is complete, this data will be compiled for the City and submitted to the Minnesota Department of Health. This data will further inform the City's action plan to replace any lead water service lines found. The inventory and action plan are critical first steps for the City to be eligible for grant funds for future water service line replacement.
- **I wasn't home when you stopped by to complete an inspection. What now?**
 - We are sorry we missed you! Please call 218-216-0857 to schedule an inspection. If you'd prefer, it's not too late to complete a self-inspection – visit arcg.is/188jWC or submit a photo of your water service line and address to duluthleadservice@bolton-menk.com. We appreciate your cooperation!